

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL085011	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/08/2024
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NAME OF PROVIDER OR SUPPLIER MOUNTAIN VALLEY LIVING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1135 TAYLOR ROAD WESTFIELD, NC 27053
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey from 02/07/24 to 02/08/24.	D 000		
D 296	<p>10A NCAC 13F .0904(c)(7) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (7) The facility shall have a matching therapeutic diet menu for any resident's physician-ordered therapeutic diet for guidance of food service staff.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to have matching therapeutic diet menus for food service guidance for 2 of 4 sampled residents (#2 and #4) who had an order for a consistent carbohydrate and chopped meats diet (#2) and who had an order for a regular diet with chopped meats (#4).</p> <p>The findings are:</p> <p>Observation of the kitchen on 02/07/24 at 10:00am revealed: -There were week-at-a-glance menus on a clipboard hanging on the wall, but no therapeutic diet menus. -There was an undated therapeutic diet list posted in he kitchen with a list of 10 residents with diet orders for a chopped meats diet.</p> <p>1. Review of Resident #2's current FL2 dated</p>	D 296		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 296	<p>Continued From page 1</p> <p>11/22/23 revealed diagnoses included diabetes mellitus type 2, dementia, and hypokalemia.</p> <p>Review of Resident #2's diet order dated 11/20/23 revealed an order for a consistent carbohydrate diet with chopped meats.</p> <p>Review of the facility's undated therapeutic diet list posted in the kitchen revealed Resident #2 was to be served a chopped meats diet.</p> <p>Review of the facility's menus revealed there was no therapeutic diet menu for a consistent carbohydrate or chopped meats diet available.</p> <p>Review of the facility's week-at-a-glance menu for the lunch meal service on Wednesday, 02/07/24, for regular diets revealed chicken teriyaki, fried rice, stir fry vegetable blend, wheat dinner roll, margarine, New York style cheesecake, 2% milk and coffee were to be served.</p> <p>Observation of the lunch meal service on 02/07/24 between 12:00pm and 12:28pm revealed: -Resident #2 was served a cut up piece of breaded chicken breast, cooked broccoli, rice, dinner roll, coffee, unsweetened iced tea, and two peanut butter cookies. -Resident #2 consumed 75% of her meal including one of the peanut butter cookies.</p> <p>Based on observation of the lunch meal service on 02/07/24, it could not be determined if Resident #2 was served the correct therapeutic diet due to no consistent carbohydrate or chopped meats diet menu available for staff guidance.</p> <p>Interview with Resident #2 on 02/07/24 at 3:40pm</p>	D 296		

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D 296	<p>Continued From page 2</p> <p>revealed:</p> <ul style="list-style-type: none"> -The kitchen always cut up her meat for her. -She did not have trouble eating meat the way it was served to her. -She was served the same meal as everyone else at the facility. -She did not know if she was supposed to receive a consistent carbohydrate or special diet or not. <p>Attempted telephone interview with Resident #2's primary care provider (PCP) on 02/07/24 at 2:30pm was unsuccessful.</p> <p>Refer to interview with a kitchen staff on 02/07/24 at 10:10am.</p> <p>Refer to telephone interview with the Dietary Manager (DM) on 02/07/24 at 2:17pm.</p> <p>Refer to interview with a personal care aide (PCA) on 02/07/24 at 3:42pm.</p> <p>Refer to Interview with the Resident Care Coordinator (RCC) on 02/07/24 at 3:50pm.</p> <p>Refer to interview with a medication aide (MA) on 02/07/24 at 3:55pm.</p> <p>Refer to interview with a second kitchen staff on 02/08/24 at 9:40am.</p> <p>Refer to interview with the Administrator on 02/08/24 at 10:05am.</p> <p>2. Review of Resident #4's current FL2 dated 05/29/23 revealed diagnoses included prediabetes, hyperlipidemia, intellectual disability, and hypertensive chronic kidney disease.</p> <p>Review of Resident #4's diet order dated 11/20/23</p>	D 296		

Division of Health Service Regulation

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D 296	<p>Continued From page 3</p> <p>revealed an order for a regular diet with chopped meats.</p> <p>Review of the facility's undated therapeutic diet list posted in the kitchen revealed Resident #4 was to be served a chopped meats diet.</p> <p>Review of the facility's menus revealed there was no therapeutic diet menu for a chopped meats diet available.</p> <p>Review of the facility's week-at-a-glance menu for the lunch meal service on Wednesday, 02/07/24, for regular diets revealed chicken teriyaki, fried rice, stir fry vegetable blend, wheat dinner roll, margarine, New York style cheesecake, 2% milk and coffee were to be served.</p> <p>Observation of the lunch meal service on 02/07/24 between 12:00pm and 12:34pm revealed:</p> <ul style="list-style-type: none"> -Resident #4 was served a cut up piece of breaded chicken breast, cooked broccoli, rice, dinner roll, coffee, unsweetened iced tea, and two peanut butter cookies. -Resident #4 consumed 100% of her tea, rice, dinner roll, and peanut butter cookies, and did not eat the chicken or broccoli. <p>Based on observation of the lunch meal service on 02/07/24, it could not be determined if Resident #4 was served the correct therapeutic diet due to no chopped meats diet menu available for staff guidance.</p> <p>Interview with Resident #4 on 02/07/24 at 3:45pm revealed:</p> <ul style="list-style-type: none"> -She did not like chicken or she would have eaten the chicken served at lunch. -The kitchen cut her meat up for her and she was 	D 296		

Division of Health Service Regulation

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D 296	<p>Continued From page 4</p> <p>able to eat it how they prepared it.</p> <p>Attempted telephone interview with Resident #4's primary care provider (PCP) on 02/07/24 at 2:30pm was unsuccessful.</p> <p>Refer to interview with a kitchen staff on 02/07/24 at 10:10am.</p> <p>Refer to telephone interview with the Dietary Manager (DM) on 02/07/24 at 2:17pm.</p> <p>Refer to interview with a personal care aide (PCA) on 02/07/24 at 3:42pm.</p> <p>Refer to Interview with the Resident Care Coordinator (RCC) on 02/07/24 at 3:50pm.</p> <p>Refer to interview with a medication aide (MA) on 02/07/24 at 3:55pm.</p> <p>Refer to interview with a second kitchen staff on 02/08/24 at 9:40am.</p> <p>Refer to interview with the Administrator on 02/08/24 at 10:05am.</p> <p>_____</p> <p>Interview with a kitchen staff on 02/07/24 at 10:10am revealed:</p> <ul style="list-style-type: none"> -She was responsible for preparing, cooking and helping to serve the meals to residents. -The only diets served at the facility were regular, or regular with chopped meats. -She did not chop any foods other than meats for the residents with chopped diets because the rest of the foods were always served soft. -The only menu she had for guidance to prepare meals was the week-at-a-glance menu. -There were no therapeutic diet menus to guide her while preparing meals for residents with 	D 296		

Division of Health Service Regulation

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D 296	<p>Continued From page 5</p> <p>therapeutic diet orders.</p> <ul style="list-style-type: none"> -She was not aware of any residents being ordered a consistent carbohydrate diet. -All residents were served the same foods at mealtimes. <p>Telephone interview with the DM on 02/07/24 at 2:17pm revealed:</p> <ul style="list-style-type: none"> -The only diet orders the facility currently had were regular and chopped meats. -He was not aware of any residents having a consistent carbohydrate diet orders. -The RCC would be responsible for notifying kitchen staff if a resident's diet order changed. -There was a therapeutic diet list posted in the kitchen which listed which residents had an order for chopped meats. -The kitchen did not have any therapeutic diet menus. -He was aware that the kitchen was supposed to have therapeutic diet menus to match each therapeutic diet offered by the facility. -He had not asked the Administrator for therapeutic diet menus because at the time, the only therapeutic diet ordered was chopped meats and he knew how to prepare those meals. -If a resident was ordered a consistent carbohydrate or other therapeutic diet, he would need a corresponding therapeutic diet menu to guide him in meal preparation. -The Administrator was responsible for obtaining diet orders and menus. <p>Interview with a PCA on 02/07/24 at 3:42pm revealed:</p> <ul style="list-style-type: none"> -She helped to pass plates to the residents at meal times. -There was a list posted in the kitchen as to which residents were to receive a plate containing chopped meats. 	D 296		

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D 296	<p>Continued From page 6</p> <p>-There were no other special diet types served at the facility besides regular and chopped meats.</p> <p>Interview with the RCC on 02/07/24 at 3:50pm revealed:</p> <p>-She or the medication aides (MA) were responsible for taking new diet orders from the fax machine and giving a copy of the order to the kitchen.</p> <p>-She was not aware of any residents being ordered a therapeutic diet other than chopped meats.</p> <p>-She had recently began employment at the facility and had not had the chance to audit diet orders yet.</p> <p>Interview with a MA on 02/07/24 at 3:55pm revealed:</p> <p>-The kitchen had a list post of which residents were to receive chopped meats.</p> <p>-She was not familiar with any residents having diet orders other than chopped meats or regular.</p> <p>-She usually worked second shift and new diet orders did not typically come to the facility during her shift.</p> <p>-She had not seen any diet orders for therapeutic diets for any of the residents.</p> <p>Interview with a second kitchen staff on 02/08/24 at 9:40am revealed:</p> <p>-She had worked in the kitchen for about two and a half months but had many years of dietary and kitchen experience.</p> <p>-There was always a binder on the table in the back of the kitchen, but she could not remember if therapeutic diet menus had been in the binder.</p> <p>-She thought she had seen therapeutic diet menus before, but it was for other diet types such as low concentrated sweets rather than consistent carbohydrate.</p>	D 296		

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D 296	<p>Continued From page 7</p> <ul style="list-style-type: none"> -She mostly used the week-at-a-glance menu to prepare meals. -The diets currently served at the facility were regular, diabetic, and chopped. -The Administrator was responsible for giving new or updated diet orders to the kitchen. -She was not aware that any of the residents were ordered a consistent carbohydrate diet. <p>Interview with the Administrator on 02/08/24 at 10:05am revealed:</p> <ul style="list-style-type: none"> -She was not aware the kitchen needed therapeutic diet menus in addition to the week-at-a-glance menu. -The previous evening on 02/07/24, she found the therapeutic diet menus on her computer and printed them for the kitchen. -The kitchen staff or DM had not asked her for therapeutic diet menus. -The kitchen staff prepared meals based on the week-at-a-glance menu that was posted on a clipboard in the kitchen. -She thought the kitchen staff were aware of the residents who were ordered therapeutic diets and serving them appropriately. 	D 296		